



# COUNTY OF LOS ANGELES

## CHIEF INFORMATION OFFICE

500 West Temple Street  
493 Kenneth Hahn Hall of Administration  
Los Angeles, CA 90012

JON W. FULLINWIDER  
CHIEF INFORMATION OFFICER

Telephone: (213) 974-2008  
Facsimile: (213) 633-4733

December 29, 2007

To: Supervisor Yvonne B. Burke, Chair  
Supervisor Gloria Molina  
Supervisor Zev Yaroslavy  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

From: Jon W. Fullinwider  
Chief Information Officer

Subject: **COUNTY MICROSOFT MASTER SERVICES AGREEMENT 75272  
2007-2008 CONTRACT SEMI-ANNUAL STATUS REPORT**

The purpose of this report is to provide a semi-annual status of activity under the County's Master Services Agreement (MSA) 75272 with Microsoft Corporation (Microsoft). This status report covers the time period from May 24, 2007 through December 18, 2007.

### Background

On May 24, 2005, the Board approved an MSA with Microsoft for Premier Support Services (PSS) and Microsoft Consulting Services (MCS). Microsoft PSS provides priority support and operational guidance that helps organizations achieve mission-critical system reliability, availability, supportability, and manageability of Microsoft technologies. Microsoft MCS provides proven practices for architecting, planning, building, and deploying Microsoft technologies.

### Status

Over the past seven months, eight departments and Superior Court have established PSS coverage with Microsoft, and Registrar-Recorder/County Clerk has conducted two MCS engagements. The total value of these services is \$1,113,191. The table on the next page provides details of these MSA statements of services.

### Microsoft Services by Department

Service	Department	SOS#	Executed	Term	Amount
MCS	Registrar-Recorder/County Clerk	710-C-002	5/24/2007	Completed 07/31/07	\$96,000
PSS	Public Works	690-S-003	5/24/2007	7/1/07 – 6/30/08	\$84,725
PSS	Registrar-Recorder/County Clerk	710-S-002	5/24/2007	5/24/07 – 5/23/08	\$54,360
PSS	Health Services	195-S-003	6/15/2007	7/1/07 – 6/30/08	\$208,820
PSS	Sheriff	770-S-003	6/19/2007	7/12/07 – 7/11/08	\$99,037
PSS	Chief Executive Office	060-S-003	6/21/2007	7/1/07 – 6/30/08	\$66,190
PSS	Mental Health	435-S-003	8/16/2007	9/16/07 – 9/15/08	\$135,350
PSS	Internal Services (ISD/Midrange)	300-S-006	8/24/2007	8/24/07 – 8/23/08	\$124,219
PSS	Superior Court	842-S-002	8/28/2007	8/28/07 – 8/27/08	\$54,360
MCS	Registrar-Recorder/County Clerk	710-C-003	9/24/2007	Completed 12/15/07	\$93,000
PSS	BOS, Executive Office	061-S-002	11/30/2007	12/11/07 – 12/10/08	\$97,130
<b>Total</b>					<b>\$1,113,191</b>

Most of the MSA expenditures have been for PSS. Departments have recognized that PSS provides critical support for their use of Microsoft technologies for server operating systems, web servers, databases, team collaboration sites, directory services, e-mail, and calendaring. The two engagements with MCS have been primarily for assistance in deploying Microsoft Active Directory Services and preparing for a migration to a more advanced version of Exchange E-mail and Calendaring Services.

Based on anticipated PSS renewals, approximately \$550,000 is projected to be expended by departments during the next reporting period (through May 23, 2008). The next status report will be provided in June 2008.

Should you have any questions, please contact David Hamamoto, Associate CIO/CISO, at (562) 658-1700 or [dhamamoto@cio.lacounty.gov](mailto:dhamamoto@cio.lacounty.gov).

JWF:DH:pa

c: William T Fujioka, Chief Executive Officer  
Doyle Campbell, Deputy Chief Executive Officer  
IT Board Deputies  
Information Systems Commission, Chair  
Elizabeth Cortez, Senior Assistant, County Counsel